



# *Department of Ecology* *Working With You*

## Ecology's Customer Service Expectations

- All callers and visitors receive timely, courteous service.
- All letters are answered within fourteen days.

### 1. Voice Mail

- ◆ All employees who have voice-mail on their phone are responsible for:
  - ✓ Updating their personal greeting at least weekly.
  - ✓ Responding to calls within 24 hours after listening to the message.
  - ✓ Periodically checking to make sure their phone transfers to the correct person when a caller selects "0."
- ◆ **Goal:** Increase the percentage of phone voice-mail greetings that are updated weekly from a March 2000 baseline of 26%.

### 2. Calendars

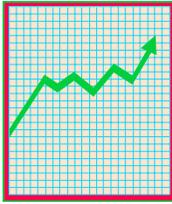
- ◆ All employees are responsible for making sure their program or office receptionist has a copy of their weekly calendar.
- ◆ **Goal:** Increase the percentage of calls transferring correctly to a person from a March 2000 baseline of 85%.

### 3. Back-up Expertise

- ◆ All employees are responsible for notifying their receptionist of who their back up person is to help callers and visitors. Supervisors will be the default back up. This applies when the employee is either gone from the office for an extended period or has an innovative flex schedule and is not in the office for one or more days a week.
- ◆ **Goal:** Increase the percentage of visitors who were very satisfied with the overall service provided to them from a June 2000 baseline of 81%.

### 4. Correspondence

- ◆ All employees are expected to respond to written correspondence within 14 days of receipt of a letter. The exception is for requests for draft language from the Governor's Office to be used by their writers which require a 4 day turnaround.
- ◆ **Goal:** Increase the percent of letters responded to within 14 days from a 2002 baseline of 86%.



# Baseline Data

## Surveys

Ecology conducted a customer feedback survey of local government in early 1999 and a survey of permit applicants in Fall 2002 to measure:

- Satisfaction with delivery of services, and
- Effectiveness of services.

Results from both surveys are available on the internet at:

<http://www.ecy.wa.gov/quality/survey/customersurvey.html>

## Communications

**Satisfaction** level for timeliness in answering phone calls, email messages, letters and requests for information:

Local Government		Permit Applicants	
Phone calls	89%	Phone calls	82%
Email messages	96%	Email messages	83%
Letters	82%	Letters	70%
Requests for materials	91%	Requests for materials	85%

## Service Delivery

**Agreement** (strongly agreed or agreed) with the following:

### Ecology employees:

Local Government		Permit Applicants	
Communicate clearly	88%	Communicate clearly	78%
Are knowledgeable	93%	Are helpful	79%
Are courteous	98%	Are friendly	86%
Listen	92%	Listen	80%

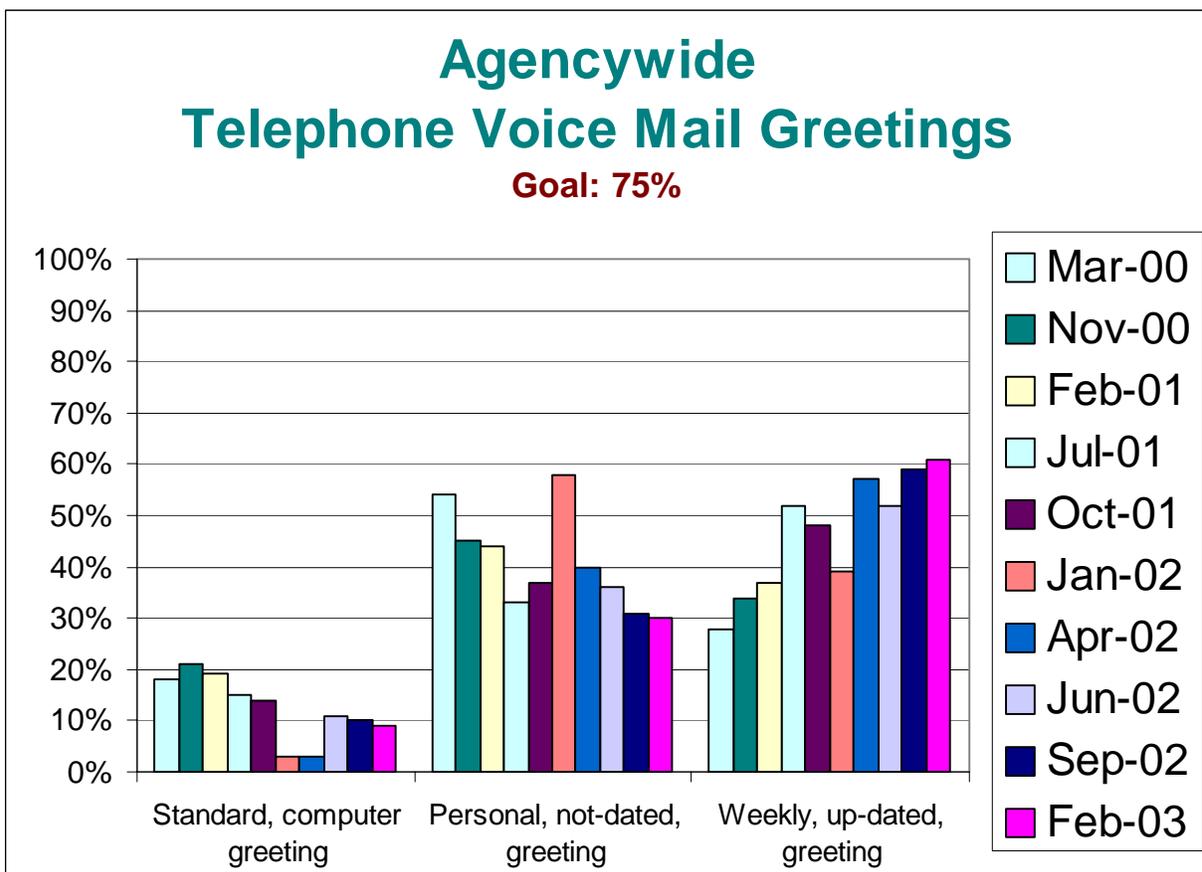
### Processes, Ecology employees:

Local Government		Permit Applicants	
Provide assistance	88%	Answer questions	78%
Creative solutions	76%	Innovative solutions	51%
Partner effectively	76%	View as a partner	60%
Clear regulations	57%	Clear standards	57%



## Telephone Audit

Ecology conducts an internal audit of voice-mail greetings about four times per year. The purpose of the audit is measure progress toward our goal to increase the percentage of phone voice-mail greetings that are updated weekly from a March 2000 baseline of 26%.



Standard computer greeting: System computerized greeting

Personal, not dated, greeting: Personal voice message with no current information

Weekly, up-dated, greeting: Personal voice mail updated weekly with current information

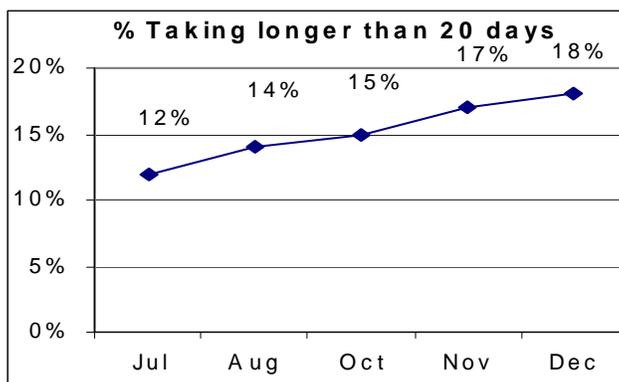


## Executive Correspondence

Data on Executive Correspondence, letters sent through the Director's Office, have been tracked since 1997. Reports are generated from the database for measuring progress on response time to letters.

### Percent of Executive Correspondence letters taking longer than 20 days response time.

2000 Data



2001 Data



2002 Data

